



Department of Code Enforcement
Indianapolis
Gregory A. Ballard, Mayor



Electronic Renewal Process

User Guide

Department of
Code Enforcement

**Contractor's User Guide
December 2011**

Department of Code Enforcement

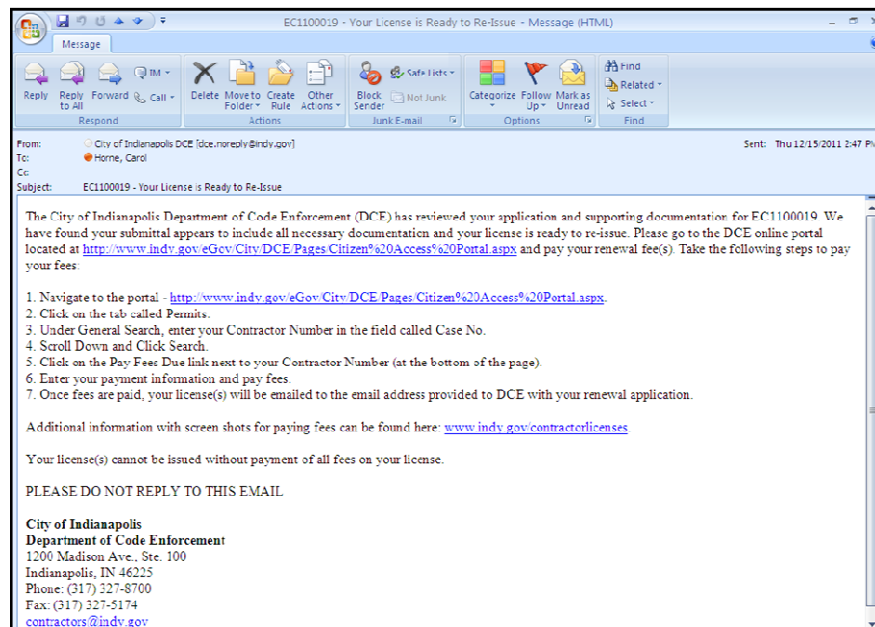
1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



SUBMITTING ELECTRONICALLY

Email & Fax Submissions

1. Email or fax your application, insurance, bond and workman's compensation information Contractors@indy.gov or 327-8401.
If the fax submittal is utilized, please supply an email address by which you can be contacted to receive further communication.
2. DCE staff will review your submittal, update your renewal information and add the appropriate fees to your contractor license. If additional information is required, you will receive notice via email.
3. When all documentation has been received and validated, you will receive an email notification titled ***Your License is Ready to Re-Issue.***



4. Click on the link specified in the email. This will take you to the City's portal for paying your renewal fees.

Your renewal fees will not be payable until you have the email notice saying the license is ready to re-issue.

Department of Code Enforcement

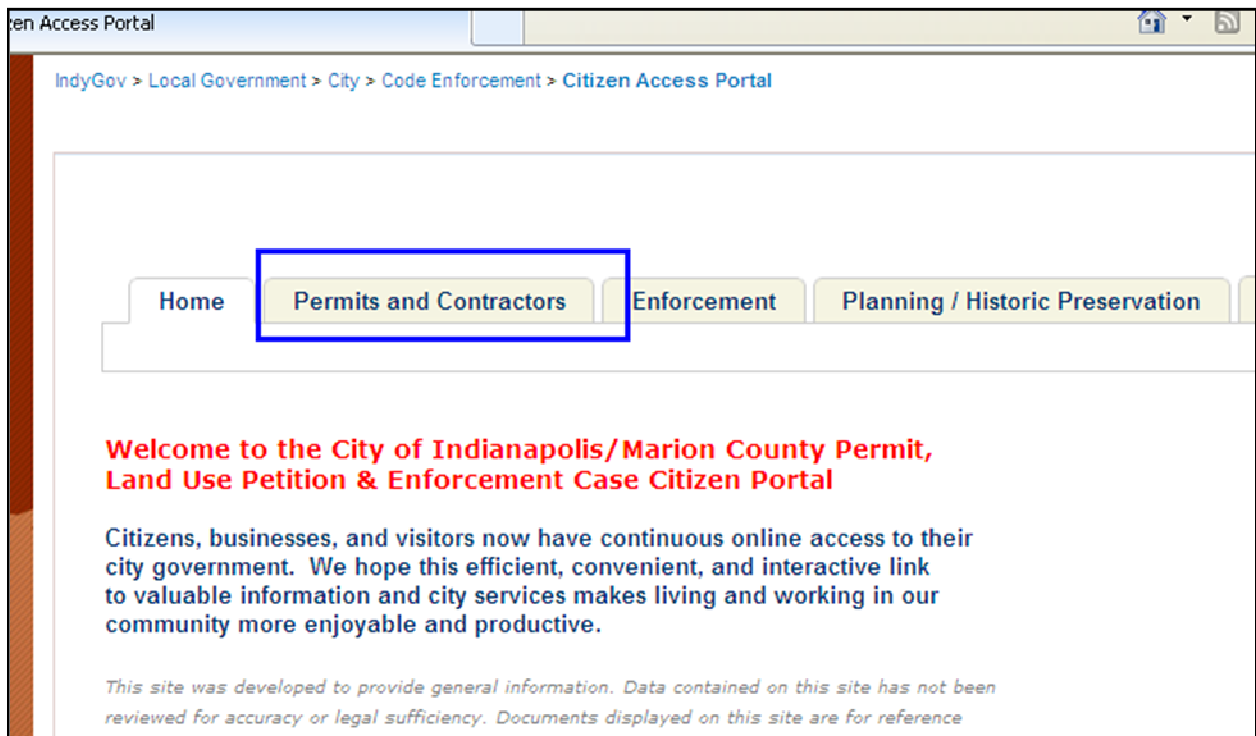
1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



SUBMITTING ELECTRONICALLY

Online Payment

1. Click on the Permits and Contractors tab displayed on the page.





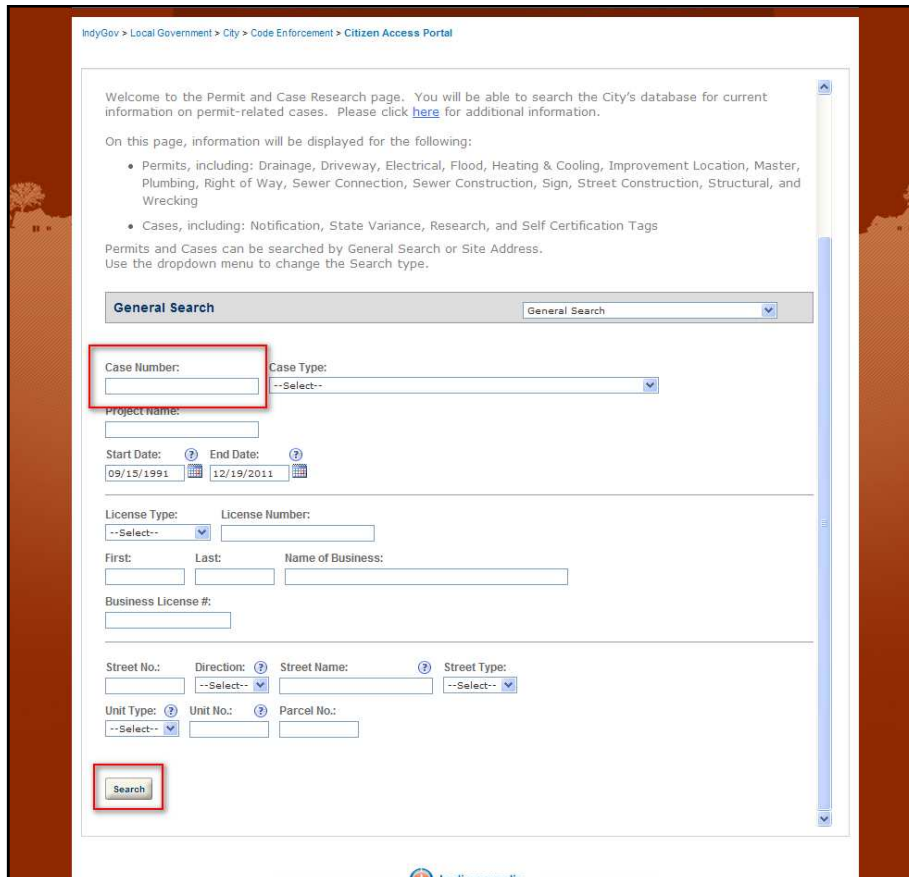
SUBMITTING ELECTRONICALLY

Online Payment

2. Enter your license number in the **Case Number** field. Do not fill in any other criteria. Click Search.

If you are renewing more than one license, you will need to enter a pay for each license individually.

RENEW YOUR LICENSE-HOLDER LICENSE PRIOR TO RENEWING YOUR COMPANY LICENSE.



IndyGov > Local Government > City > Code Enforcement > Citizen Access Portal

Welcome to the Permit and Case Research page. You will be able to search the City's database for current information on permit-related cases. Please click [here](#) for additional information.

On this page, information will be displayed for the following:

- Permits, including: Drainage, Driveway, Electrical, Flood, Heating & Cooling, Improvement Location, Master, Plumbing, Right of Way, Sewer Connection, Sewer Construction, Sign, Street Construction, Structural, and Wrecking
- Cases, including: Notification, State Variance, Research, and Self Certification Tags

Permits and Cases can be searched by General Search or Site Address. Use the dropdown menu to change the Search type.

General Search General Search

Case Number: Case Type: --Select--

Project Name:

Start Date: End Date:

License Type: --Select-- License Number:

First: Last: Name of Business:

Business License #:

Street No.: Direction: --Select-- Street Name: Street Type: --Select--

Unit Type: --Select-- Unit No.: Parcel No.:

Search

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



SUBMITTING ELECTRONICALLY

Online Payment

3. Your license record will result at the bottom of the page.
4. Click the action that says **Pay Fees Due**.

Street No.:

Direction: ?

Street Name: ?

Street Type:

--Select--

--Select--

Unit Type: ?

Unit No.: ?

Parcel No.:

--Select--

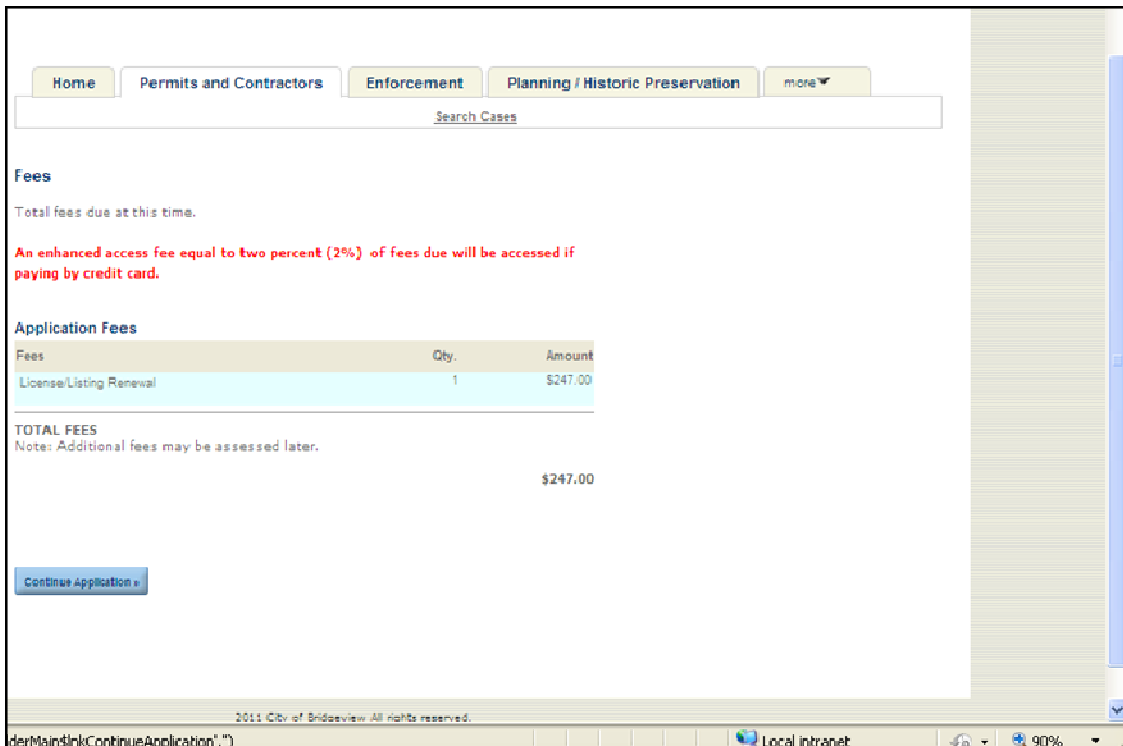
Search



SUBMITTING ELECTRONICALLY

Online Payment

5. You will be directed to a screen that shows your fees due.
6. Click **Continue Application**.



The screenshot shows a web application interface for the Department of Code Enforcement. At the top, there is a navigation bar with tabs: Home, Permits and Contractors, Enforcement, Planning / Historic Preservation, and a 'more' dropdown. Below the navigation bar is a search bar labeled 'Search Cases'. The main content area is titled 'Fees' and includes the text 'Total fees due at this time.' and a red warning: 'An enhanced access fee equal to two percent (2%) of fees due will be assessed if paying by credit card.' Below this is a table titled 'Application Fees' with columns 'Fees', 'Qty.', and 'Amount'. The table contains one row: 'License/Listing Renewal' with a quantity of 1 and an amount of \$247.00. Below the table, it says 'TOTAL FEES' and 'Note: Additional fees may be assessed later.' followed by the total amount '\$247.00'. At the bottom left of the main content area is a blue button labeled 'Continue Application >'. The footer of the page includes the text '2011 City of Indianapolis All rights reserved.' and a taskbar at the bottom showing 'Local intranet' and a 90% zoom level.

Fees	Qty.	Amount
License/Listing Renewal	1	\$247.00

TOTAL FEES
 Note: Additional fees may be assessed later.
 \$247.00

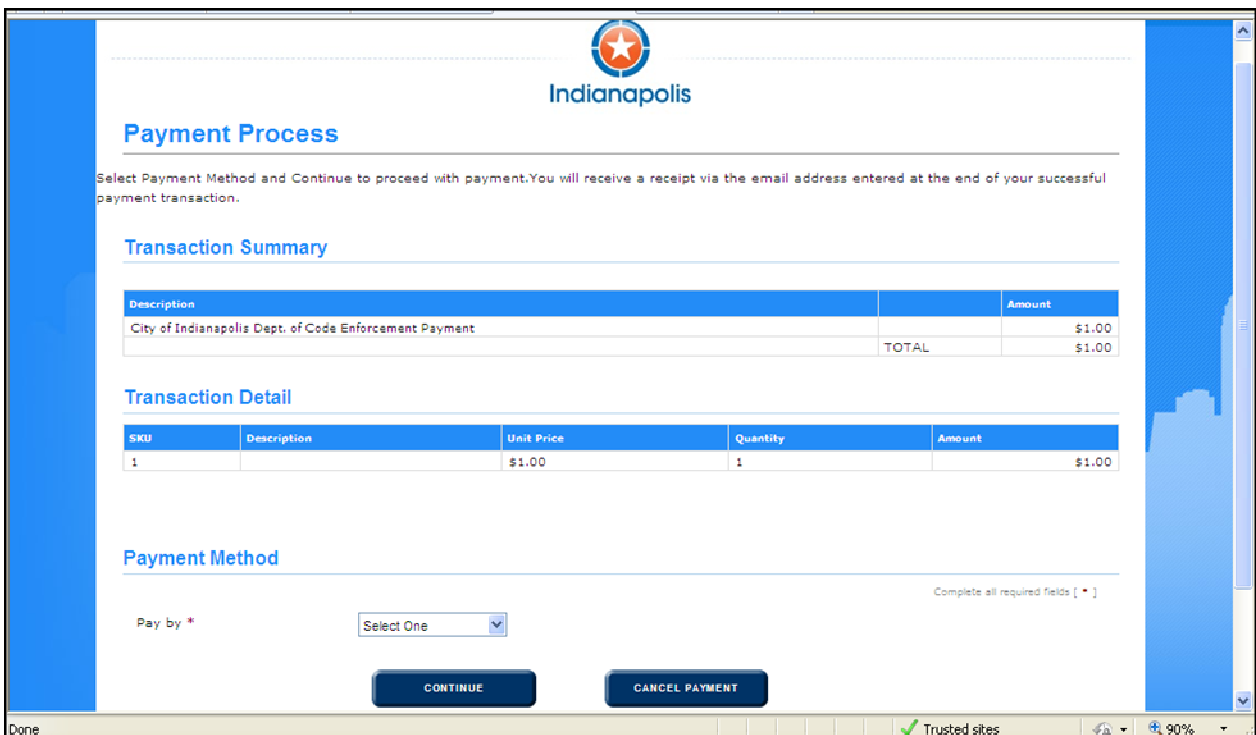
[Continue Application >](#)



SUBMITTING ELECTRONICALLY

Online Payment

7. Select your payment method from the drop-down menu. Credit/Debit cards and eCheck are both available.
8. Click Continue



Indianapolis

Payment Process

Select Payment Method and Continue to proceed with payment. You will receive a receipt via the email address entered at the end of your successful payment transaction.

Transaction Summary

Description	Amount
City of Indianapolis Dept. of Code Enforcement Payment	\$1.00
TOTAL	\$1.00

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1		\$1.00	1	\$1.00

Payment Method

Pay by * Select One (Complete all required fields [+])

CONTINUE
CANCEL PAYMENT

Done Trusted sites 90%



SUBMITTING ELECTRONICALLY

Online Payment

9. Fill in your billing information, including an email address.

THE EMAIL ADDRESS LISTED IS WHERE YOUR PAYMENT RECEIPT WILL BE SENT

Credit Payment Screen

Credit Payment Screen

Fax Number
[input field]

Email Address *
[input field: youremail.indy.com]

Receipt Email Addresses
[input field]
[input field]
[input field]

Credit Card Information

Credit Card Type *
[dropdown: Visa]

Credit Card Number *
[input field: 0000000000000000]

Expiration Date *
[dropdown: September] [dropdown: 2028]

Name on Credit Card *
[input field: John Doe]

Verification Code *
[input field: 000]

[CONTINUE] [CANCEL PAYMENT]

Electronic Check Information

Account Type *
[dropdown: Checking]

Routing Number *
[input field: 123456789]

Account Number *
[input field: 1234567]

Re-enter Account Number *
[input field: 1234567]

Bank Name *
[input field: Your Bank]

Name on Account *
[input field: John Doe]

Driver License Number *
[input field: 123456789]

Driver License State *
[dropdown: Idaho]

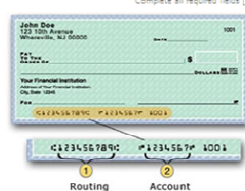
Default Payment Date
12/15/2011

☐ Select if this payment is being funded specifically by a FOREIGN source (bank or company), an International ACH Transaction ("IAT").
As defined by NACHA, IAT means a credit or debit entry that is part of a payment transaction involving a financial agency's office that is not located in the territorial jurisdiction of the United States. For purposes of this definition a financial agency means an entity that is authorized by applicable law to accept deposits or is in the business of issuing money orders or transferring funds. An office of a financial agency is involved in the payment transaction if it:

1. Holds an account that is credited or debited as part of the payment transaction;
2. Receives payment directly from a Person or makes payment directly to a Person as part of the payment transaction; or
3. Serves as an intermediary in the settlement of any part of the payment transaction.

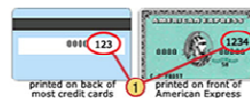
[CONTINUE] [CANCEL PAYMENT]

Complete all required fields [*]



Routing Number: 1234567890
Account Number: 12345678901001

eCheck Payment Screen



Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



SUBMITTING ELECTRONICALLY

Online Payment

- After you've entered your payment and billing information a payment verification screen may appear.

Payment Verification

Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Make Payment. You will receive a printable receipt at the end of your successful payment transaction. Permitting Fee

Transaction Summary

Description	Amount
City of Indianapolis Dept. of Code Enforcement Payment	\$1.00
Portal Administration Fee	\$0.02
TOTAL	\$1.02

Transaction Detail

Qty	Description	Unit Price	Quantity	Amount
1		\$1.00	1	\$1.00

Customer Billing Information


Customer Name: John Doe
 Company Name:
 Billing Address: 555 Main Street
 Billing Address 2:
 Billing City: Anywhere
 State: IN
 ZIP/Postal Code: 46250
 Country: US

ZIP/Postal Code: 46250
 Country: US
 Phone Number: 555-555-5555
 Fax Number:
 Email Address: youremail@indy.com
 Receipt Email Address:

Payment Method

Credit Card Type: VISA
 Credit Card Number: *****0019
 Expiration Date: 09/2016
 Name on Credit Card: John Doe
 Verification Code: 366

Verification


 Enter the characters from the above image:

2010 IDC Services, LLC. All Rights Reserved. [security statement](#)

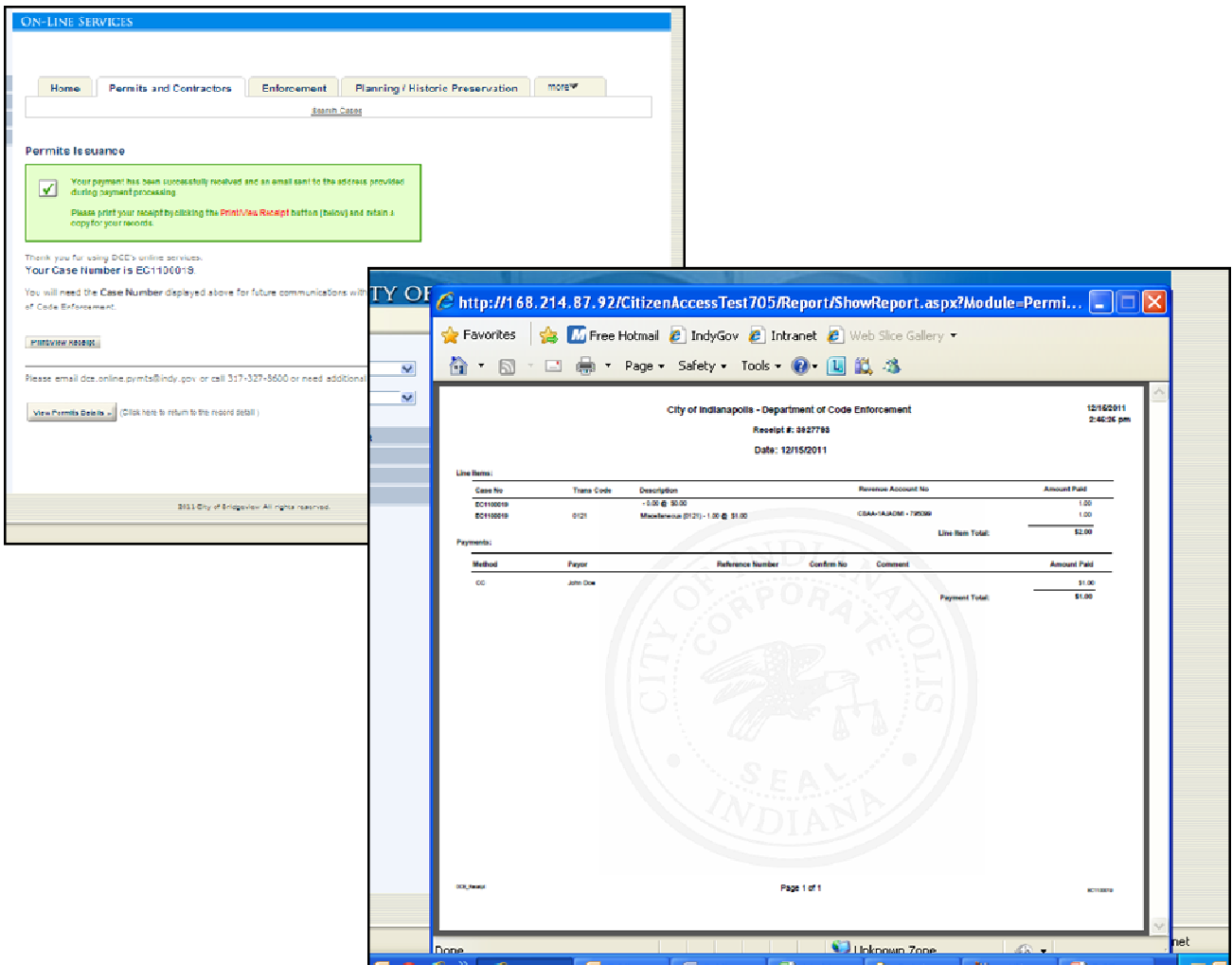
- If verification is required, enter the letters and numbers EXACTLY as they appear. If you cannot read what is listed, click the refresh button and another verification code will appear.



SUBMITTING ELECTRONICALLY

Online Payment

- Once payment is approved, you will be redirected back to the City's website. Here you may print a receipt that has details of the fees you paid, along with your contractor license number.



ON-LINE SERVICES

Home | **Permits and Contractors** | Enforcement | Planning / Historic Preservation | more▼

[Search Cases](#)

Permits to e-approve

☒ Your payment has been successfully received and an email sent to the address provided during payment processing.
 Please print your receipt by clicking the [Print/View Receipt](#) button (below) and retain a copy for your records.

Thank you for using DCE's online services.
 Your Case Number is EC1100019.

You will need the Case Number displayed above for future communications with the Department of Code Enforcement.

[Print/View Receipt](#)

Please email dce.online.payments@indy.gov or call 317-327-8600 or need additional assistance.

[View Permits Status](#) (Click here to return to the record detail.)

©2011 City of Indianapolis. All rights reserved.

CITY OF INDIANAPOLIS - Department of Code Enforcement

Receipt #: 9827769
 Date: 12/15/2011

12/16/2011
 2:46:26 pm

Line Item	Case No.	Trans Code	Description	Revenue Account No.	Amount Paid
	EC1100019		1.00 @ \$0.00		1.00
	EC1100019	0121	Miscellaneous (0121) - 1.00 @ \$1.00	CSAA/INADOM - 70000	1.00
				Line Item Total:	\$2.00

Method	Payor	Reference Number	Contract No.	Comment	Amount Paid
CC	John Doe				\$1.00
				Payment Total:	\$1.00

Page 1 of 1

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
 Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
 Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696

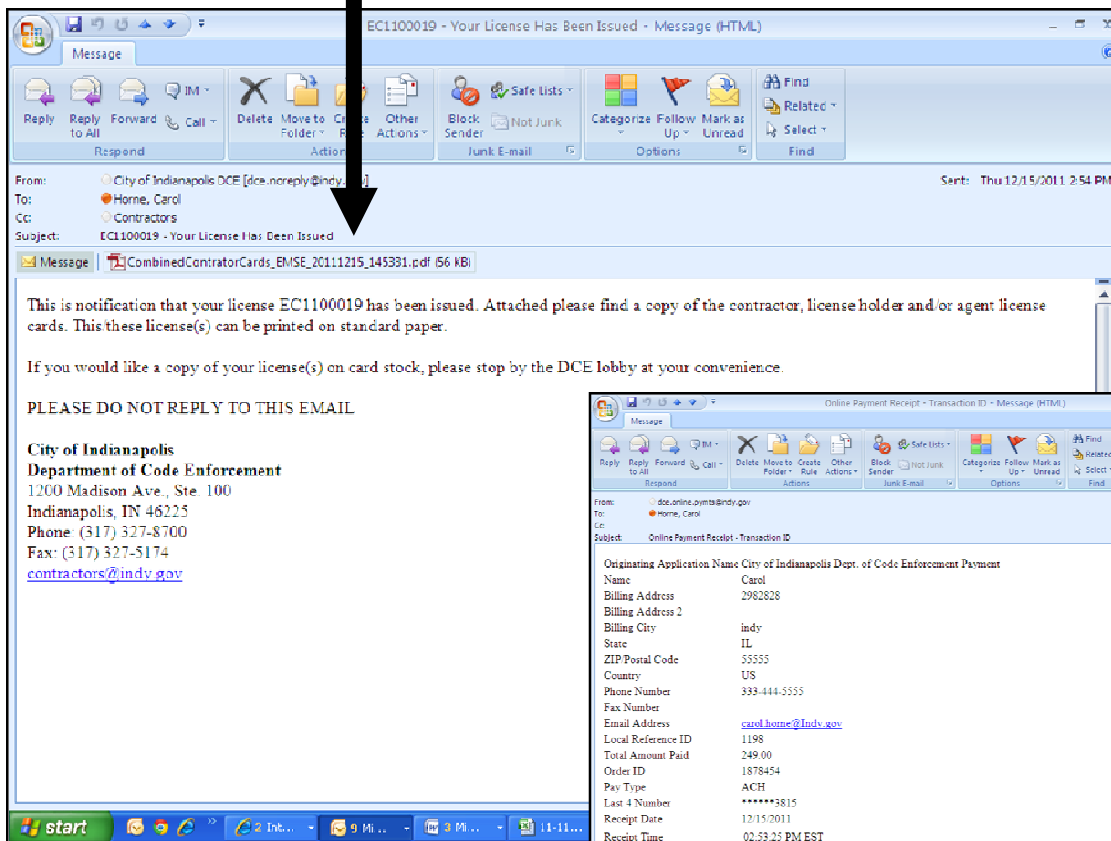


SUBMITTING ELECTRONICALLY

Completion

Your license will be sent to you via email. Note, if you paid for your company license prior to your license-holder license, you will still need to renew your license-holder license prior to completing your renewal process.

You contractor cards are in the attachment of the email.



Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696